BEHAVIOR EXPERTS IN E-SERVICE MANAGEMENT

ABSTRACT OF THE DISCLOSURE

5   A method and system is described that determines, by a behavior expert, the performance of an infrastructure component based on the observation data relevant to the operational status of the infrastructure component. The behavior expert instantiates the values of a set of internal variables based on the observation data. It then transforms zero or more of its internal states according to a set of metric rules, employed internally by the behavior expert, based on the values of the instantiated variables. The updates in states may then trigger the generation of zero or more events, indicating the performance of the infrastructure component, according to a set of behavior rules, employed by the behavior expert.